



Department of Human Services Child Support Recovery Unit

Intake to Notification Process Report Out

**Off To A Great Start
“OTAGS”**

July 11 – 15, 2016

The Opportunity

**Carol Eaton, Bureau Chief
Child Support Recovery Unit**

LEAN

State of Iowa
Continuous Improvement

The “Off to a Great Start” Team aka “OTAGS”

Jenny



Sarah Hartleip, Melissa Gray. Gayle Staner, Kate Taylor. Shellie Klommhaus, Dawn Shepard, Kim Lensing, Jenny Amundson, Jessica Wernimont, Linda Woodruff, Carrie Selvog, Erin Eastman, Kevin Wright & Melanie Kirsch

Scope

Jessica

This event will focus on the establishment process beginning with the activation of a case in ICAR through the generation of a notice packet.

Goals

Kate

- Of the notices generated, 75% will be generated within 30 days of case activation within 6 months of implementation for Admin.
- Of the notices generated, 65% will be generated within 45 days of case activation within 6 months of implementation for Adpat.
- Reduce the backlog by 20% within 12 months of implementation.

Objectives

Kim

- Develop a standardized process to be used statewide.
- Reduce lead time between the activation of a case in ICAR through the generation of a notice packet.
- Reduce the backlog between the activation of a case in ICAR through the generation of a notice packet.



Kaizen Methodology

Erin

- Clear objectives
- Team process
- Tight focus on time
- Quick & simple
- Necessary resources immediately available
- Immediate results (new process designed by end of week)

Brainstorming

Shellie

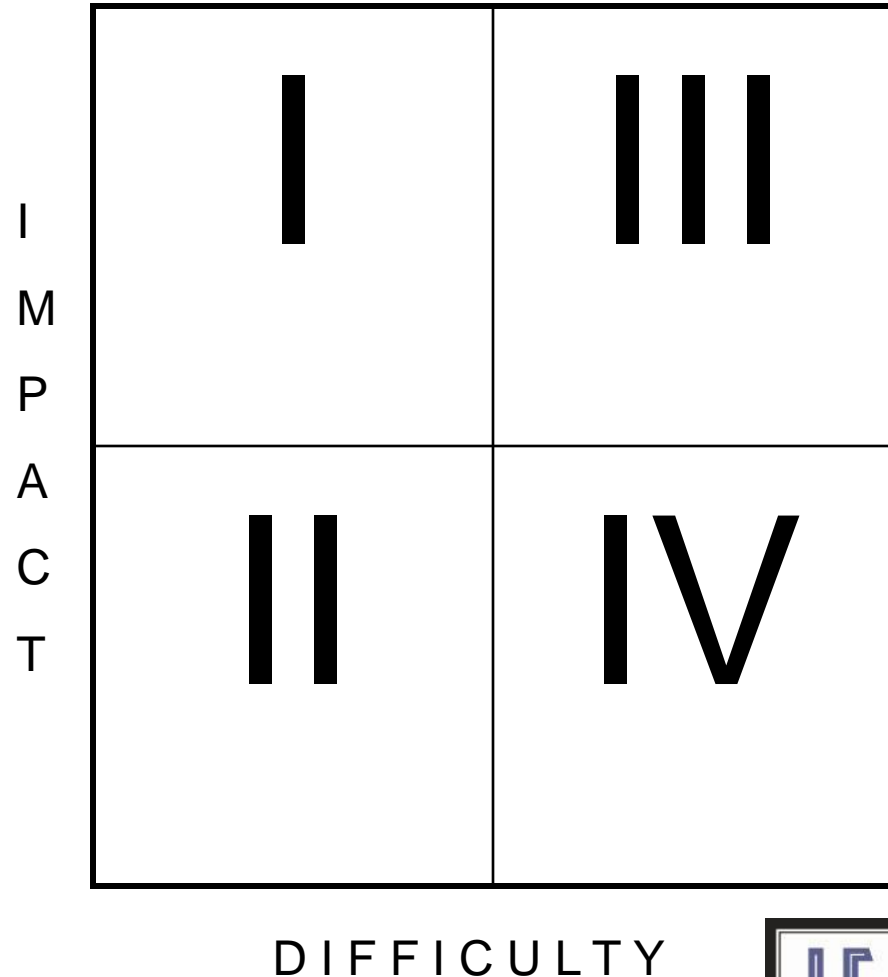
- Standardized CSRU contact with customer at case set up
- Standardize non co-op process - steps and timeframes
- Clarify/standardize what needs to be checked on for initial case set up
- Require and standardize use of all system flags to direct work
- Clarify what each report is and how to use it



De-selection Process

Dawn

- Identifies
 - Impact to customer
 - Difficulty implementing
- Helps to rate/rank solutions to resolve issues while identifying ease of implementation



New Process

Linda



Strengths and Weaknesses

Carrie

- Strengths in the current process (14)
- Weaknesses of the current process (42)
- Weaknesses of the new process (6)
- Reduction of 86% of weaknesses with implementation of the new process

Key Changes

Melissa

- Standardization across the state
- Up front customer engagement
- Communication with other DHS agencies



Results

Gayle

	<u>CURRENT</u>	<u>NEW</u>	<u>CHANGE</u>
Total Steps	30	39	+30%
Total Delays	8	6	-25%
Decisions	16	13	-19%
Customer focused steps	1	4	+75%
Non standard work	10	0	-100%
Non standard flags	2	0	-100%
Areas of backlog	10	TBD	TBD
Weaknesses	42	6	- 86%

Homework

Sarah

- Define and standardize use of system flags
- Standardize CSRU contact with payees
- Create standardized case set up checklist
- Check into ability to email forms and paperwork

Next Steps

Sarah



- Refine and share standardized processes for Case Set Up, Location, Non-Cooperation, and Positive Identification.
- Conduct a brief pilot with new checklists prior to statewide rollout.
- Increase staff efficiency and buy-in through training on our automated system. Let our system work for us!
- Support the workers and supervisors post-implementation by sharing data, conducting conference calls to review progress, and sharing additional training materials

Team Member Experience

Dawn Shepard

Kim Lensing

Comments

- Melanie Kirsch – DHS Quality Improvement
- Kevin Wright – DHS Quality Improvement

**We welcome your
questions and comments!**

